Learning Paths by Persona

Author: Training and Certification
System Administrator Learning Path
System Administrator Learning Path

We recommend 6+ months hands-on experience with the platform prior to taking the CSA exam.

Welcome to ServiceNow (On Demand)
ServiceNow Administration Fundamentals (3-day ILT or On Demand)
CSA Voucher

Subscription Management Overview (On Demand)
Automated Test Framework (ATF) Essentials (On Demand)
ServiceNow Upgrade Essentials (On Demand)
System Administration Advanced (2-day ILT or On Demand)

Additional Recommended
• Common Service Data Model (CSDM) Fundamentals (On Demand)
• Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)
• Introduction to ServiceNow HealthScan and Instance Scan (On Demand)
• Now Support Administrator (On Demand)
• Performance Analytics Essentials (On Demand)
• Scripting in ServiceNow Fundamentals (3-day ILT or On Demand)
• Application Development Fundamentals (3-day ILT or On Demand)
• ** Fundamentals and Implementation courses as products are activated in your organization’s instance

Additional Acronyms
ILT: Instructor-led Training
CSA: Certified System Administrator

Micro certification
Mainline Certification

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Developer Learning Paths
Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**
- ILT: Instructor-led Training

**Micro certification**
- Mainline Certification

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**Developer Learning Paths**

**Citizen Developer**
- ServiceNow Citizen Developer Core Skills Learning Path *(On Demand)*
- Citizen Developer Core Skills Micro-Certification Suite

**Application Developer**
- ServiceNow Application Developer Skills Learning Path *(On Demand)*
- Application Developer Core Skills Micro-Certification Suite

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**Certified Application Developer (CAD)**
- Scripting in ServiceNow Fundamentals *(3-day ILT or On Demand)*
- Application Development Fundamentals *(3-day ILT or On Demand)*

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**Welcome to ServiceNow (On Demand)**
- Are you using App Engine products to develop applications?
  - Yes
  - No

**Additional Recommended Courses for Application Developers Learning Path**
- Automation Center Overview *(On Demand)*
- Automated Test Framework (ATF) Essentials *(On Demand)*
- Flow Designer Essentials *(On Demand)*
- Integration Hub Essentials *(On Demand)*
- Common Service Data Model (CSDM) Fundamentals *(On Demand)*
- Configuration Management Database (CMDB) Fundamentals *(3-day ILT or On Demand)*
- Mobile Development Essentials *(On Demand)*
- Performance Analytics Essentials *(On Demand)*
- Robotic Process Automation Core Skills *(On Demand)*
- Service Portal Fundamentals *(2-day ILT or On Demand)*
- Service Portal Advanced *(On Demand)*
- Source Control Fundamentals *(On Demand)*
- UI Builder Fundamentals *(On Demand)*

**CAD Voucher**
- Ongoing Delta testing
Process and Platform Owner
Learning Path
Process and Platform Owner Learning Path

Welcome to ServiceNow (On Demand)

ServiceNow Administration Fundamentals
(3-day ILT or On Demand)

CSA Voucher (Platform Owner)

Get Started with Now Create (On Demand)

Adopting a Platform Owner Mindset (2-day ILT) (Platform Owner)

Performance Analytics Essentials (On Demand)

Product Line Fundamentals
- IT Service Management (ITSM)
- Human Resources (HR)
- Customer Service Management (CSM)
- Etc.

Additional Acronyms
ILT: Instructor-led Training
CSA: Certified System Administrator

- Micro certification
- Mainline Certification

Additional Recommended
- Get Started with Reports (On Demand)
- Responsive Dashboards Overview (On Demand)
Implementer Learning Paths
Implementer Certification

Customer Service Management (CSM)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow (On Demand)
Get Started with Now Create (On Demand)

CSM Fundamentals (3-day ILT - OR - On Demand)
CSM Implementation (2-day ILT - OR - On Demand)
CIS-CSM Voucher

CIS-CSM

CSM Professional
Required to achieve ‘Professional’
- CIS-CSM
- Predictive Intelligence Fundamentals (On Demand)
- Predictive Intelligence Implementation (On Demand)
- Predictive Intelligence Micro Certification
- Performance Analytics Essentials (On Demand)
- Performance Analytics Micro Certification
- Virtual Agent Fundamentals (On Demand)
- Virtual Agent Implementation (On Demand)
- Natural Language Understanding Fundamentals (On Demand)
- Virtual Agent Simulator

Implementer Certification

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

DevOps Change Velocity

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow (On Demand)
Get Started with Now Create (On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

Flow Designer Essentials (On Demand)
DevOps Fundamentals (On Demand)
DevOps Micro-Cert Assessment Simulator

ITSM Fundamentals (2-day ILT or On Demand)
Performance Analytics Essentials (On Demand)
DevOps Implementation + Course Exam (On Demand)

Additional Recommended
- Navigate DevOps Change Velocity (On Demand)
- Automated Test Framework (ATF) Essentials (On Demand)
- Cloud Provisioning and Governance Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)
- Discovery Fundamentals (3-day ILT or On Demand)
- Integration Hub Essentials (On Demand)
- Subscription Management Overview (On Demand)
- Vendor Agnostic DevOps Tools Chain Training e.g.: o Agile 2.0 Fundamentals (On Demand)
  o Azure DevOps Tool Chain
  o Jenkins Training
  o GitHub

Additional Acronyms
ILT: Instructor-led Training

Implementer

Mainline certification questions are sourced from all courses between the product line selection and the exam

Micro certification
Implementer Learning Path

DevOps Config

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Implementer

Welcome to ServiceNow (On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)

Get Started with Now Create (On Demand)

ServiceNow Platform Implementation (3-day ILT or On Demand)

Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)

DevOps Config Fundamentals (On Demand)

DevOps Config Implementation Exam

DevOps Config Early Adopter Badge

Additional Recommended
- DevOps Change Velocity Fundamentals (On Demand)
- Vendor Agnostic DevOps Tool Chain Training, e.g.
  - Azure DevOps Tool Chain
  - Jenkins Training
  - GitHub

Micro certification

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

ILT: Instructor-led Training

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Implementer Learning Path

Employee Workflows

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training
HR: Human Resources

Welcome to ServiceNow (On Demand)
Get Started with Now Create (On Demand)
Employee WF Administration Fundamentals (3-day ILT or On Demand)
Employee WF Platform Implementation (3-day ILT or On Demand)

Human Resources Service Delivery Fundamentals (2-day ILT or On Demand)
Human Resources Service Delivery Implementation (2-day ILT or On Demand) CIS-HR Voucher

Workplace Service Delivery Essentials (On Demand)
Safe Workplace Essentials (On Demand)
Employee Center Essentials (On Demand)
Health and Safety Incident Management Essentials (On Demand)
Legal Service Delivery Essentials (On Demand)

CIS-HR Simulator
Ongoing Delta testing

Overview

HRSD Professional
Required to achieve 'Professional'
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics (On Demand)
- Virtual Agent (On Demand)

Additional Recommended for all Employee WF paths:
- Performance Analytics Fundamentals (2-day ILT or On Demand)
- Performance Analytics Advanced (2-day ILT or On Demand)
- Service Portal Fundamentals (2-day ILT or On Demand)
- ServiceNow Localization Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)
- Continual Improvement Management Essentials (On Demand)
- Workforce Optimization Essentials (On Demand)
- Process Optimization Essentials (On Demand)
- Get Started with Universal Request (On Demand)

Micro certification
Accreditation
Mainline Certification

Industry-Specific
Implementer Learning Path
Field Service Management (FSM)

Welcome to ServiceNow (On Demand)
Get Started with Now Create (On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

Select Product Line
- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

FSM Fundamentals (On Demand)
Dynamic Scheduling Fundamentals (On Demand)
Dynamic Scheduling Implementation (On Demand)
FSM Implementation (2-day ILT or On Demand) CIS-FSM Voucher
CIS-FSM
Ongoing Delta testing

Additional Recommended Courses
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)

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Implementer Learning Path
Risk and Compliance (GRC)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
ILT: Instructor-led Training

Welcome to ServiceNow (On Demand)
Certified System Administrator (CSA) (Required)
Flow Designer Essentials (On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)
GRC: IRM Implementation (3-day ILT or On Demand) (Required)
GRC: IRM Fundamentals (On Demand) (Required)
Audit Management Essentials (On Demand) Required
CIS-RC
Ongoing Delta Testing

GRC: Classic Risk Assessment Fundamentals (On Demand) Required
GRC: RCM Essentials (On Demand) Required
GRC: Classic Risk Management Essentials (On Demand) Required
Audit Management Essentials (On Demand) Required

Additional Recommended Courses
- Automated Test Framework (ATF) Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics (PA) Essentials (On Demand)

Select Product Line
- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals (3-day ILT or On Demand) CSA Voucher Required
UI Builder Fundamentals (On Demand)
Get Started with Now Create (On Demand)
CMDB Fundamentals (3-day ILT or On Demand)
GRC: IRM Fundamentals (On Demand) Required
GRC: Classic Risk Assessment Fundamentals (On Demand) Required
GRC: RCM Essentials (On Demand) Required
Audit Management Essentials (On Demand) Required
CIS-RC
Ongoing Delta Testing
Implementer Learning Path
Vendor Risk Management (VRM)

Welcome to ServiceNow (On Demand)
Certified System Administrator (CSA)
Required

Vendor Risk Management (VRM)
Implementation
(2-day ILT or On Demand)
CIS-VRM Voucher

Additional Recommended Courses
- Automated Test Framework (ATF) Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On demand)
- Performance Analytics (PA) Essentials (On Demand)

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
ILT: Instructor-led Training

Selected Product Lines
- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Vendor Risk Management (VRM) Fundamentals (On Demand)
Vendor Risk Management (VRM) Simulator
CIS-VRM
Ongoing Delta Testing

Select Product Line

Vendor Risk Management (VRM) Implementation (2-day ILT or On Demand)
CIS-VRM Voucher

Ongoing Delta Testing

UI Builder Fundamentals (On Demand)
Get Started with Now Create (On Demand)

Flow Designer Essentials (On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
CSA Voucher Required

Welcome to ServiceNow (On Demand)
Certified System Administrator (CSA) Required

Ongoing Delta testing

CIS-VRM

Vendor Risk Management (VRM) Simulator
Ongoing Delta Testing

Additional Recommended Courses
- Automated Test Framework (ATF) Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On demand)
- Performance Analytics (PA) Essentials (On Demand)
Implementer Learning Path
Business Continuity Management (BCM)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)
- Industry Certifications
  - ABCP
  - CBCP
  - MBCP (DRII)
  - CBCI/MBCI (BCI)

Welcome to ServiceNow (On Demand)
Get Started with Now Create (On Demand)
GRC: BCM Implementation (On Demand)
GRC: BCM Assessment Simulator to achieve the Micro-Certification

Micro certification

Link to Learning Path
Implementer Learning Path
IT Asset Management (ITAM)

Welcome to ServiceNow (On Demand)
Get Started with Now Create (On Demand)

Select Product Line

- CSM
- DevOps
- Employee WE
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

Hardware Asset Management (HAM) Fundamentals (3-day ILT or On Demand)
CIS-HAM Voucher

Hardware Asset Management (HAM) Fundamentals Simulator

Software Asset Management (SAM) Fundamentals (3-day ILT or On Demand)
CIS-SAM Voucher

Software Asset Management (SAM) Implementation Simulator

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager

Additional Recommended:
- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Get Started with SAM (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Agent Client Collector Essentials (On Demand)
- CMDB Fundamentals (3-day ILT or On Demand)
- Subscription Management Overview (On Demand)
- Cloud Insights (On Demand)
Implementer Learning Path

IT Operations Management (ITOM) (1 of 2)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Additional Recommended
- CMDB Fundamentals (3-day ILT or On Demand)
- CSDM Fundamentals (On Demand)
- Agent Client Collector Essentials (On Demand)
- Flow Designer Essentials (On Demand)
- MID Server Fundamentals (On Demand)
- Subscription Management Overview (On Demand)
- Service Mapping Extras (On Demand)
- Service Graph Connector Essentials (On Demand)

Welcome to ServiceNow (On Demand)

Get Started with Now Create (On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)

ServiceNow Platform Implementation (3-day ILT or On Demand)

Ongoing Delta testing

Service Mapping (SM) Fundamentals (On Demand)

Service Mapping (SM) Advanced (On Demand)

CIS-SM Voucher

CIS-SM

Cloud Provisioning and Governance Fundamentals (CPGF) (On Demand)

Cloud Provisioning and Governance Advanced (CPGA) (On Demand)

CIS-CM Voucher

CIS-CM

CMDB Fundamentals (3-day ILT or On Demand)

CMDB Assessment Simulators (Healthy/Configure)

Ongoing Delta testing

Micro certification

Mainline Certification

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
- CIS: Certified Implementation Specialist
- CMDB: Configuration Management Database
- CSDM: Common Service Data Model
- ILT: Instructor-led Training
Implementer Learning Path

IT Operations Management (ITOM) (2 of 2)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

**Implementer**

- ServiceNow Administration Fundamentals (3-day ILT or On Demand)
- ServiceNow Platform Implementation (3-day ILT or On Demand)

**Welcome to ServiceNow (On Demand)**

**Get Started with Now Create (On Demand)**

**Discover Fundamentals (3-day ILT or On Demand)**

**CIS-DF Voucher**

**CIS-Disco**

**Ongoing Delta testing**

**ITOM Overview (On Demand)**

**Event Management (EM) Fundamentals (On Demand)**

**CIS-EM Voucher**

**Ongoing Delta testing**

**Additional Recommended**
- CMDB Fundamentals (3-day ILT or On Demand)
- CSDM Fundamentals (On Demand)
- Agent Client Collector Essentials (On Demand)
- Integration Hub Essentials (On Demand)
- MID Server Fundamentals (On Demand)
- Subscription Management Overview (On Demand)
- Discovery Extras (On Demand)
- Service Graph Connector Essentials (On Demand)

**Additional Recommended**
- CMDB Fundamentals (3-day ILT or On Demand)
- CSDM Fundamentals (On Demand)
- Agent Client Collector Essentials (On Demand)
- Integration Hub Essentials (On Demand)
- MID Server Fundamentals (On Demand)
- Operational Intelligence Fundamentals (On Demand)
- Subscription Management Overview (On Demand)

*Mainline certification questions are sourced from all courses between the product line selection and the exam*

**Additional Acronyms**

CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Service Data Model
ILT: Instructor-led Training

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Implementer Learning Path

Security Operations (SecOps)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Implementer

- Welcome to ServiceNow (On Demand)
- Get Started with Now Create (On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

Select Product Line

- Security Operations Fundamentals (2-day ILT or On Demand)
- Security Incident Response (SIR) Implementation (2-day ILT or On Demand) CIS-SIR Voucher
- Ongoing Delta testing

- Vulnerability Response (VR) Implementation (2-day ILT or On Demand) CIS-VR Voucher
- Ongoing Delta testing

Additional Recommended

- Automated Test Framework (ATF) Essentials (On Demand)
- Flow Designer Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)
- UI Builder Fundamentals (On Demand)
- Scripting in ServiceNow Fundamentals (On Demand)
- ServiceNow Administration Advanced (2-day ILT or On Demand)
- Configuration Compliance Essentials (On Demand)
- Vulnerability Response Learning Bytes (On Demand)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

Micro certification
Mainline Certification

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Implementer Learning Path
Service Provider (SP)

Welcome to ServiceNow (On Demand)
Get Started with Now Create (On Demand)
Scripting in ServiceNow Fundamentals (3-day ILT or On Demand)
Service Provider Implementer (On Demand) CIS-SP Voucher
CIS-SP
Ongoing Delta testing

Select Product Line
- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- SecOps
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended Certifications
- CIS-CMS
- CIS-ITSM
- CIS-CM (ITOM)
- CIS-Disco (ITOM)
- CIS-EM (ITOM)
- CIS-SM (ITOM)
Implementer Learning Path

Strategic Portfolio Management (SPM)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Implementer

Welcome to ServiceNow (On Demand)

Get Started with Now Create (On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)

ServiceNow Platform Implementation (3-day ILT or On Demand)

Additional Recommended

- Common Service Data Model (CSDM) Fundamentals (On Demand)
- APW Learning Bytes Series (On Demand)
- Configuration Management Database (CMDB) Fundamentals (3-day ILT or On Demand)
- Investment Funding Fundamentals (On Demand) *PPM Only
- Get Started with Hybrid Project Management (On Demand) *PPM Only
- Better Together: Project Portfolio Management and Performance Analytics (On Demand) *PPM Only
- APM Indicators and Scoring (On Demand) *APM Only

Mainline certification questions are sourced from all courses between the product line selection and the exam

Mainline Certification

Hybrid Project Management Early Adopter Badge

Micro certification

Mainline Certification

Delta testing

Ongoing

CIS-PPM

CIS-APM

Additional Acronyms

APM: Application Portfolio Management
APW: Alignment Planner Workspace
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
PPM: Project Portfolio Management

SAFe Fundamentals (On Demand)

SAFe Implementation (On Demand)

SAFe Fundamentals (On Demand)

SAFe Fundamentals (On Demand)

Performance Analytics (PA) Fundamentals (On Demand)

Performance Analytics (PA) Fundamentals (On Demand)

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Implementer Learning Path

Industry: Financial Services Operations (FSO)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

Mainline Certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

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Implementer Learning Path

Industry: Telecommunications, Media, and Technology (TMT)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow (On Demand)

Get Started With Now Create (On Demand)

Flow Designer Essentials (On Demand)

Customer Service Management (CSM) Implementation (2-Day ILT or On Demand)

Customer Service Management (CSM) Fundamentals (3-Day ILT or On Demand)

Introduction to Playbooks and Process Automation Designer (On Demand)

Application Developer Process Creator Micro-Certification (On Demand)

Telecommunications Network Inventory (TNI) Essentials (On Demand)

Telecommunications, Media, and Technology Essentials (On Demand)

Additional Recommended Training on Now Learning

- Application Development Fundamentals (3-Day ILT or On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or 3-Day ILT)
- Mobile Development Essentials (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-Day ILT or On Demand)
- Service Portal Advanced (On Demand)
- Subscription Management Overview (On Demand)
- Scripting in ServiceNow Fundamentals (3-Day ILT)
- System Administration Advanced (2-Day ILT or On Demand)
- Automated Test Framework (ATF) Essentials (On Demand)

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Implementer Learning Path

Industry: Telecommunications Network Inventory (TNI)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Flow Designer Overview (On Demand)
Flow Designer: Create Subflows and Actions (On Demand)
Change Management: Implementation (On Demand)
Flow Designer: Create a Flow (On Demand)
Configuration Management Database (CMDB) Fundamentals (On Demand)

ServiceNow Administration Fundamentals (3-day ILT or On Demand)
ServiceNow Platform Implementation (3-day ILT or On Demand)

Get Started With Now Create (On Demand)

Telecommunications, Media, and Technology Essentials (On Demand)
Hardware Asset Management (HAM) Fundamentals (3-Day ILT or On Demand)
Hardware Asset Management (HAM) Extras (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

Industry: Healthcare and Life Sciences (HCLS) Service Management

Implementer

Welcome to ServiceNow (On Demand)
ServiceNow Administration Fundamentals (3-day ILT or On Demand)
Get Started With Now Create (On Demand)
Flow Designer Overview (On Demand)
Customer Service Management (CSM) Implementation (2-Day ILT or On Demand)
Delivery Accreditation: Healthcare and Life Sciences (On Demand)

Select Product Line

- CSM
- DevOps
- Employee WF
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

UI Builder Fundamentals (On Demand)
Customer Service Management (CSM) Fundamentals (3-Day ILT or On Demand)
Healthcare and Life Sciences (HCLS) Service Management Essentials (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Mainline certification questions are sourced from all courses between the product line selection and the exam.

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Additional Resources

Training Bundles Data Sheet
Help your team accelerate value with training bundles curated to deliver specific recommendations.

RiseUp Career Journeys
Fast track your learning with collections of courses, credentials, and activities organized by job level.